

- C#** How satisfied are with...*[SHOW STATEMENT]*
 [PROMPT AS NECESSARY: as a city service provided to you?]
 [AS NECESSARY: 'You may use any number on the seven point scale, where "1" means "not at all satisfied" and "7" means "very satisfied".]
- 1 NOT AT ALL SATISFIED
 2
 3
 4
 5
 6
 7 VERY SATISFIED
 9 DON'T KNOW / REFUSED
- C20** How satisfied are you with police department services as a city service provided to you?
- C21** How satisfied are you with maintenance of city parks as a city service provided to you?
- C22** How satisfied are you with park recreation centers and programs as a city service provided to you?
- C23** How satisfied are you with traffic management, such as traffic signals, signs, and street markings as a city service provided to you?
- C24** How satisfied are you with public libraries as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C25** How satisfied are you with street maintenance and street pavement conditions as a city service provided to you?
- C26** How satisfied are you with support services for people with special needs to live independently as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C27** How satisfied are you with City support for art and culture as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C29** How satisfied are you with fire protection services as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C30** How satisfied are you with emergency medical services, such as Medic 1, as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C31** How satisfied are you with garbage pick-up as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C32** How satisfied are you with recycling services as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C33** How satisfied are you with Seattle City Light electrical services as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C34A** How satisfied are you with water supply as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C34B** How satisfied are you with water quality as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]
- C35** How satisfied are you with water conservation services as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C36** How satisfied are you with energy conservation services as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION A]
- C37** How satisfied are you with public health services, such as immunization, health care services and food safety, as a city service provided to you?
[BASE = ALL RESPONDENTS IN VERSION B]

- c38** How satisfied are you with City support for Seattle Center as a city service provided to you?
 [BASE = ALL RESPONDENTS IN VERSION A]
- c39** Overall, how satisfied are you with the services provided by the City of Seattle?
 [AS NECESSARY: 'You may use any number on the seven point scale, where "1" means "not at all satisfied" and "7" means "very satisfied".]
- | | |
|---|----------------------|
| 1 | NOT AT ALL SATISFIED |
| 2 | |
| 3 | |
| 4 | |
| 5 | |
| 6 | |
| 7 | VERY SATISFIED |
| 9 | DON'T KNOW / REFUSED |

USE OF SERVICES AND SATISFACTION

- D1** In the past 12 months, how many times did you visit the Seattle Center?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED **[SKIP TO D2]**
- D1A** **[IF D1 > 0]** How clean do you feel the Seattle Center is? Would you say...
 [BASE = RESPONDENTS WHO VISITED THE SEATTLE CENTER IN THE PAST 12 MONTHS]
- | | |
|-------|----------------------|
| (4) 1 | Very Clean, |
| (3) 2 | Somewhat Clean, |
| (2) 3 | Not Very Clean, or |
| (1) 4 | Not At All Clean, |
| 9 | DON'T KNOW / REFUSED |
- D1B** **[IF D1 > 0]** Now thinking about safety at Seattle Center, how safe do you feel walking at Seattle Center during the day? Would you say . . .
 [BASE = RESPONDENTS WHO VISITED THE SEATTLE CENTER IN THE PAST 12 MONTHS]
- | | |
|-------|----------------------|
| (4) 1 | Very Safe, |
| (3) 2 | Somewhat Safe, |
| (2) 3 | Not Very Safe, or |
| (1) 4 | Not At All Safe? |
| 9 | DON'T KNOW / REFUSED |
- D1C** **[IF D1 > 0]** And how safe do you feel walking at Seattle Center at night? Would you say . . .
 [BASE = RESPONDENTS WHO VISITED THE SEATTLE CENTER IN THE PAST 12 MONTHS]
- | | |
|-------|----------------------|
| (4) 1 | Very Safe, |
| (3) 2 | Somewhat Safe, |
| (2) 3 | Not Very Safe, or |
| (1) 4 | Not At All Safe? |
| 9 | DON'T KNOW / REFUSED |

[STATEMENTS D2 TO D8 APPEAR IN RANDOM ORDER]

- D2** In the past 12 months, how many times did you visit a city park?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED
- D2A** **[IF D2 > 0]** How safe do you feel walking alone in the city parks during the day?
 [BASE = RESPONDENTS WHO HAVE VISITED A CITY PARK IN THE PAST 12 MONTHS]
- | | |
|-------|----------------------|
| (4) 1 | Very Safe, |
| (3) 2 | Somewhat Safe, |
| (2) 3 | Not Very Safe, or |
| (1) 4 | Not At All Safe? |
| 9 | DON'T KNOW / REFUSED |
- D3** In the past 12 months, how many times did you use a community or park recreation center?
 ENTER NUMBER OF TIMES

- 999 DON'T KNOW / REFUSED
- D4** In the past 12 months, how many times did you visit a Seattle Public Library?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED
- D6** In the past 12 months, how many times did you visit a neighborhood service center or little city hall?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED
- D7** In the past 12 months, how many times did you have an emergency contact with the Fire Department for a fire?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED
- D8** In the past 12 months, how many times did you use Emergency Medical Services, such as Medic 1?
 ENTER NUMBER OF TIMES
 999 DON'T KNOW / REFUSED
- D9A** During the past 12 months, did you contact the City's public utilities such as Seattle City Light or the Seattle Public Utilities, which includes garbage, recycling, drainage, water, sewer, and utilities billing?
 1 YES
 2 NO **[SKIP TO D10A]**
 9 DON'T KNOW / REFUSED **[SKIP TO D10A]**
- D9B** Thinking of your most recent contact, which department did you contact?
 [BASE = RESPONDENTS WHO CONTACTED CITY'S PUBLIC UTILITIES (D9A = 1)]
 [READ LIST IF NECESSARY]
 1 (Seattle City Light)
 2 (Seattle Public Utilities -- Garbage, Recycling, Drainage, Water, Sewer, And Utilities)
 9 DON'T KNOW / REFUSED **[SKIPTO D10A]**
- D9C** Was that contact...
 [BASE = RESPONDENTS WHO CONTACTED CITY'S PUBLIC UTILITIES (D9A = 1)]
 [PROBE FOR MOST RECENT CONTACT ONLY]
 1 In Person,
 2 By Telephone,
 3 E-mail, or
 4 Some Other Way? [SPECIFY]
 3 U.S. MAIL
 8 ONLY PAID UTILITY BILL **[SKIPTO D10A]**
 9 DON'T KNOW / REFUSED
- D9D** Did the telephone contact involve the use of any automated or recorded telephone service?
 [BASE = RESPONDENTS WHO CONTACTED BY TELEPHONE (D9C = 2)]
 1 YES
 2 NO
 9 DON'T KNOW / REFUSED

D9E **[IF D9D = 1]** How satisfied were you with your interaction with the automated telephone system?
Were you...

[BASE = RESPONDENTS WHO USED AUTOMATED OR RECORDED TELEPHONE SERVICE (D9D = 1)]

- (4) 1 Very Satisfied,
- (3) 2 Somewhat Satisfied,
- (2) 3 Somewhat Dissatisfied, or
- (1) 4 Very Dissatisfied?
- 9 DON'T KNOW / REFUSED

D9F Thinking of your most recent contact, for what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED CITY'S PUBLIC UTILITIES (D9A = 1)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]

[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

- 1 POWER OUTAGE / DELIVERY PROBLEM / STOPPAGE
- 2 QUALITY PROBLEM / STOPPAGE
- 3 BILLING CONCERN / QUESTION / INFORMATION
- 4 CHANGE IN SERVICE - START / STOP / ADD
- 5 MISSED GARBAGE PICK-UPS
- 6 OTHER1 [SPECIFY]
- 7 OTHER2 [SPECIFY]
- 8 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 10 CONSERVATION SERVICES OR INFORMATION**
- 11 GENERAL INFORMATION REGARDING SERVICES**
- 12 RESTORATION OF WATER SERVICE INTERRUPTIONS**
- 13 APPLIANCE REPAIR / SERVICE**
- 14 REPORT/ REQUEST / PROBLEM WITH GARBAGE CANS OR RECYCLING BINS**
- 15 SCHEDULE SPECIAL GARBAGE PICK UP**
- 16 REPORT BROKEN STREET LIGHT**

D9G Was your question or concern answered or handled during this contact?

[BASE = RESPONDENTS WHO CONTACTED CITY'S PUBLIC UTILITIES IN PAST 12 MONTHS (D9A = 1)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

D9H And overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the way your contact was handled?

[BASE = RESPONDENTS WHO CONTACTED CITY'S PUBLIC UTILITIES IN PAST 12 MONTHS (D9A = 1)]

- (4) 1 VERY SATISFIED
- (3) 2 SOMEWHAT SATISFIED
- (2) 3 SOMEWHAT DISSATISFIED
- (1) 4 VERY DISSATISFIED
- 9 DON'T KNOW / REFUSED

D9I Why were you dissatisfied?

[BASE = RESPONDENTS VERY DISSATISFIED WITH CONTACT (D9H = 4)]

- 1 QUESTION / CONCERN NOT ANSWERED / UNRESPONSIVE**
- 2 COULD NOT SPEAK TO A (LIVE) PERSON**
- 3 REQUEST NOT CARRIED OUT**
- 4 RUDENESS**
- 5 DID NOT RETURN CALL / NO FOLLOW-UPS**
- 6 OTHER**
- 9 DON'T KNOW / REFUSED**

D10A During the past 12 months, did you contact any Public Safety departments, such as the Police or Fire Departments or the Municipal Court, for non-emergency services?

- 1 YES
- 2 NO **[SKIP TO D11A]**
- 9 DON'T KNOW / REFUSED **[SKIP TO D11A]**

D10B Thinking of your most recent contact, which department did you contact?

[BASE = RESPONDENTS WHO CONTACTED A PUBLIC SAFETY DEPARTMENT (D10A = 1)]

[READ LIST IF NECESSARY]

- 1 (Police Department)
- 2 (Fire Department)
- 3 (Municipal Court)
- 9 DON'T KNOW / REFUSED **[SKIPTO D11A]**

D10C Was that contact...

[BASE = RESPONDENTS WHO CONTACTED A PUBLIC SAFETY DEPARTMENT (D10A = 1)]

[PROBE FOR MOST RECENT CONTACT ONLY]

- 1 In Person,
- 2 By Telephone,
- 3 E-mail, or
- 4 Some Other Way? [SPECIFY]
- 5 U.S. MAIL
- 9 DON'T KNOW / REFUSED

D10D Did the telephone contact involve the use of any automated or recorded telephone service?

[BASE = RESPONDENTS WHO CONTACTED BY TELEPHONE (D10C = 2)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

D10E How satisfied were you with your interaction with the automated telephone system? Were you...

[BASE = RESPONDENTS WHO USED AUTOMATED OR RECORDED TELEPHONE SERVICE (D10D = 1)]

- (4) 1 Very Satisfied,
- (3) 2 Somewhat Satisfied,
- (2) 3 Somewhat Dissatisfied, or
- (1) 4 Very Dissatisfied?
- 9 DON'T KNOW / REFUSED

D10FA **[IF (D10B = 1) POLICE]** For what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED THE POLICE DEPARTMENT (D10B = 1)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]

[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

- 1 REPORT OR FOLLOW UP ON A CRIME
- 2 REPORT AN ACCIDENT OR DANGEROUS SITUATION
- 3 REPORT NOISE DISTURBANCE
- 4 MAKE A COMPLAINT ABOUT POLICE SERVICES OR CONDUCT
- 5 OTHER1 [SPECIFY]
- 6 OTHER2 [SPECIFY]
- 7 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 10 SEEK A PERMIT**
- 11 SEEK INFORMATION**
- 12 REPORT ILLEGALLY PARKED CAR / PARKING PROBLEM**
- 13 REPORT ABANDONED CAR**
- 14 REQUEST FOR A COPY OF A POLICE REPORT**

D10FB **[IF (D10B = 2) FIRE]** For what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED THE FIRE DEPARTMENT (D10B = 2)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]
[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

- 1 REPORT A FIRE HAZARD
- 2 MEDICAL EMERGENCY / PROBLEM / INJURY
- 3 MAKE A COMPLAINT
- 4 OTHER1 [SPECIFY]
- 5 OTHER2 [SPECIFY]
- 6 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 8 SCHEDULE FIRE INSPECTION**
- 10 SEEK PERMIT**
- 11 SEEK GENERAL INFORMATION**

D10FC [IF (D10B = 3) MUNI COURT] For what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED THE MUNICIPAL COURT (D10B = 3)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]

[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

- 1 REQUEST A COURT DATE
- 2 INFORMATION ABOUT / TO PAY A TICKET OR FINE
- 3 JURY DUTY
- 4 MAKE A COMPLAINT
- 5 OTHER1 [SPECIFY]
- 6 OTHER2 [SPECIFY]
- 7 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 10 LICENSING INFORMATION**
- 11 PASSPORT INFORMATION**
- 12 REQUEST A MAGISTRATE HEARING**
- 13 SEEK GENERAL INFORMATION**

D10G Was your question or concern answered or handled during this contact?

[BASE = RESPONDENTS WHO CONTACTED A PUBLIC SAFETY DEPARTMENT (D10A = 1)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

D10H And overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the way your contact was handled?

[BASE = RESPONDENTS WHO CONTACTED A PUBLIC SAFETY DEPARTMENT (D10A = 1)]

- (4) 1 VERY SATISFIED
- (3) 2 SOMEWHAT SATISFIED
- (2) 3 SOMEWHAT DISSATISFIED
- (1) 4 VERY DISSATISFIED
- 9 DON'T KNOW / REFUSED

D10I Why were you dissatisfied?

[BASE = RESPONDENTS VERY DISSATISFIED WITH CONTACT (D10H = 4)]

- 1 QUESTION / CONCERN NOT ANSWERED / UNRESPONSIVE**
- 2 COULD NOT SPEAK TO A (LIVE) PERSON**
- 3 REQUEST NOT CARRIED OUT**
- 4 RUDENESS**
- 5 DID NOT RETURN CALL / NO FOLLOW-UPS**
- 6 OTHER**
- 9 DON'T KNOW / REFUSED**

D11A During the past 12 months, have you contacted the City departments that manage land use, construction permits or code enforcement or for any kind of street maintenance?

- 1 YES
- 2 NO **[SKIP TO D12A]**
- 9 DON'T KNOW / REFUSED **[SKIP TO D12A]**

D11B Thinking of your most recent contact, which department did you contact?

[BASE = RESPONDENTS WHO CONTACTED LAND USE AND / OR STREET MAINTENANCE (D11A = 1)]

[READ LIST IF NECESSARY]

- 1 (Department Of Construction And Land Use -- DCLU)
- 2 (Seattle Transportation -- SEATRAN, SEATTLE TRANSPORTATION AND SEATTLE ENGINEERING)?
- 9 DON'T KNOW / REFUSED **[SKIPTO D12A]**

D11C Was that contact...

[BASE = RESPONDENTS WHO CONTACTED LAND USE AND / OR STREET MAINTENANCE (D11A = 1)]

[PROBE FOR MOST RECENT CONTACT ONLY]

- 1 In Person,
- 2 By Telephone,
- 3 E-mail, or
- 4 Some Other Way? [SPECIFY]
- 5 U.S. MAIL
- 9 DON'T KNOW / REFUSED

D11D Did the telephone contact involve the use of any automated or recorded telephone service?

[BASE = RESPONDENTS WHO CONTACTED BY TELEPHONE (D11C = 2)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

[BASE = RESPONDENTS WHOSE CONTACT WAS BY TELEPHONE]

D11E How satisfied were you with your interaction with the automated telephone system? Were you...

[BASE = RESPONDENTS WHO USED AUTOMATED OR RECORDED TELEPHONE SERVICE (D11D = 1)]

- (4) 1 Very Satisfied,
- (3) 2 Somewhat Satisfied,
- (2) 3 Somewhat Dissatisfied, or
- (1) 4 Very Dissatisfied?
- 9 DON'T KNOW / REFUSED

D11FA [IF (D11B = 1) DCLU] For what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED THE DCLU (D11B = 1)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]

[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

[INTERVIEWER NOTE: HOUSING CODE VIOLATION = WEEDS, OVERGROWN GRASS,
ABANDONED JUNK, POOR HOUSING / APARTMENT CONDITIONS]

- 1 INFORMATION REGARDING A CONSTRUCTION PERMIT
- 2 REPORT LAND USE OR HOUSING CODE VIOLATIONS
- 3 MAKE A COMPLAINT
- 4 OTHER1 [SPECIFY]
- 5 OTHER2 [SPECIFY]
- 6 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 10 SCHEDULE CODE ENFORCEMENT INSPECTIONS**
- 11 SEEK GENERAL INFORMATION**
- 12 QUESTION ABOUT LAND USE**
- 13 QUESTION ABOUT CODES**

D11FB [IF (D11B = 2) TRANSPORTATION] For what reasons did you contact that department?

[BASE = RESPONDENTS WHO CONTACTED THE DEPARTMENT OF TRANSPORTATION (D11B = 2)]

[SELECT ALL THAT APPLY] [ENTER ONLY 1 COMMENT PER OTHER BOX]

[IF INFORMATION / COMPLAINT, PROMPT: "Information / Complaint about what?"]

- 1 REPORT STREET PAVEMENT PROBLEM
- 2 REPORT MISSING/BROKEN SIGNS, DEFECTIVE LIGHTS ETC.
- 3 REQUEST STOP LIGHTS, TRAFFIC CIRCLES ETC.
- 4 MAKE A COMPLAINT
- 5 OTHER1 [SPECIFY]
- 6 OTHER2 [SPECIFY]
- 7 OTHER3 [SPECIFY]
- 9 DON'T KNOW / REFUSED / NO MORE APPLY
- 10 REQUEST FOR A PERMIT FOR PARKING OR STREET USE**
- 11 SEEK GENERAL INFORMATION**
- 12 CLEAN UP BRUSH / FALLEN TREES**

D11G Was your question or concern answered or handled during this contact?

[BASE = RESPONDENTS WHO CONTACTED LAND USE AND / OR STREET MAINTENANCE (D11A = 1)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

D11H And overall, were you very satisfied, somewhat satisfied, somewhat dissatisfied or very dissatisfied with the way your contact was handled?

[BASE = RESPONDENTS WHO CONTACTED LAND USE AND / OR STREET MAINTENANCE (D11A = 1)]

- (4) 1 VERY SATISFIED
- (3) 2 SOMEWHAT SATISFIED
- (2) 3 SOMEWHAT DISSATISFIED
- (1) 4 VERY DISSATISFIED
- 9 DON'T KNOW / REFUSED

D11I Why were you dissatisfied?

[BASE = RESPONDENTS VERY DISSATISFIED WITH CONTACT (D11H = 4)]

- 1 QUESTION / CONCERN NOT ANSWERED / UNRESPONSIVE
- 2 COULD NOT SPEAK TO A (LIVE) PERSON
- 3 REQUEST NOT CARRIED OUT
- 4 RUDENESS
- 5 DID NOT RETURN CALL / NO FOLLOW-UPS
- 6 OTHER
- 9 DON'T KNOW / REFUSED

D12A During the past 12 months, did you seek services, information, or make a complaint to departments providing health, housing assistance, or human services, or seek services regarding landlord and tenant issues?

- 1 YES
- 2 NO [SKIP TO D13A]
- 9 DON'T KNOW / REFUSED [SKIP TO D13A]

D12B Thinking of your most recent contact, which department did you contact?

[BASE = RESPONDENTS WHO CONTACTED A CITY DEPARTMENT PROVIDING HEALTH, HOUSING ASSISTANCE, OR HUMAN SERVICES (D12A = 1)]

[READ LIST IF NECESSARY]

- 1 (Seattle / King County Department Of Public Health)
- 2 (Human Services Department)
- 3 (Office Of Housing)
- 4 (Human Rights Department, Office Of Civil Rights)
- 5 (Department of Construction And Land Use / DCLU)
- 9 DON'T KNOW / REFUSED [SKIP TO D13A]

D12C Was that contact...

[BASE = RESPONDENTS WHO CONTACTED A CITY DEPARTMENT PROVIDING HEALTH, HOUSING ASSISTANCE OR HUMAN SERVICES (D12A = 1)]

[PROBE FOR MOST RECENT CONTACT ONLY]

- 1 In Person,
- 2 By Telephone,
- 3 E-mail, or
- 4 Some Other Way? [SPECIFY]
- 5 U.S. MAIL
- 9 DON'T KNOW / REFUSED

D12D Did the telephone contact involve the use of any automated or recorded telephone service?

[BASE = RESPONDENTS WHO CONTACTED BY TELEPHONE (D12C = 2)]

- 1 YES
- 2 NO
- 9 DON'T KNOW / REFUSED

D12E How satisfied were you with your interaction with the automated telephone system? Were you...

[BASE = RESPONDENTS WHO USED AUTOMATED OR RECORDED TELEPHONE SERVICE (D12D = 1)]

- (4) 1 Very Satisfied,
- (3) 2 Somewhat Satisfied,
- (2) 3 Somewhat Dissatisfied, or
- (1) 4 Very Dissatisfied?
- 9 DON'T KNOW / REFUSED